CITY OF KENT POSITION DESCRIPTION

Position Inventory Number:					
Classification Specification: <u>PERMIT CENTER MANAGER</u>					
Salary Range:NR 47 - Management Benefit Level B					
Position Description: Permit Center Manager					
Incumbent:					
Location: Community Development - Permit Center					

GENERAL PURPOSE:

Under the direction of the Community Development Director or designee, plan, organize, and manage the operations and activities of the Permit Center. The incumbent ensures that the development review processes and procedural standards and goals are met. In addition, the incumbent ensures that permit and approval reviews and issuance, under the control of the Permit Center, occur within existing City policies, procedures, ordinances, and applicable state and federal laws.

Work is characterized by a substantial amount of management, administrative, and supervisory duties in the organization, direction, evaluation, and operation of the Permit Center. The incumbent is responsible for carrying out supervisory responsibilities in accordance with the City's policies and applicable laws, which includes interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems; approving/scheduling sick leave and vacation time; and recommending promotions and/or terminations as appropriate. The incumbent is responsible for intra and interdepartmental coordination for the development review systems and processes. This position has a direct responsibility for the quality and accuracy of services provided to developers, citizens, builders, and City staff.

Work is performed under managerial supervision. Supervisor provides the incumbent with assignments in terms of broad practice, precedents, policies and goals. Work may be reviewed for fulfillment of program objectives and conformance with departmental policy, practice and/or objective.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Plan, organize, and coordinate the daily activities for the Permit Center, including customer service, routing of permit applications to appropriate points of activity, and interdepartmental coordination with "home" departments' staff as necessary to ensure a timely, efficient, and accurate review and issuance of permits and approvals.

Manage the operation of the reception, self-help, and filing functions and requests for public disclosure of documents related to permits under the control of the Permit Center.

Select, supervise, counsel, train, and evaluate assigned staff; review work; provide work direction and guidance to assigned staff; establish work performance standards; conduct performance evaluations; initiate and implement disciplinary actions as appropriate; reward employees; recommend promotions; and approve/schedule sick leave and vacation time.

Develop and maintain reports on permit timelines, activities, hours, and other data which tracks Permit statistics and performance.

Plan and evaluate the activities of the Permit Center and its permitting process. Be proactive in recommending changes in processes that increase efficiency or aid customer service and satisfaction.

Develop, adjust, and maintain policies, procedures, and standards relative to the Permit Center and maintain required laws, regulations, and policies.

Audit staff activities for review and issuance liability, and recommend appropriate changes.

Ensure the flow of work within the Permit Center is completed in accordance with established procedures.

Resolve procedural and technical conflicts among assigned staff and between and among other divisions' plans review staff. Assign and distribute work to loaned employees while assigned to the Permit Center. Mediate and resolve disputes, misunderstandings, etc. between customers and staff.

Manage the day to day operation of the automated permit management system. Serve as the application administrator.

Establish and maintain an effective self-help area to allow the public to obtain general permit information.

Conduct staff meetings; assign and schedule work; and resolve personnel conflicts.

Responsible for all physical aspects of the Permit Center, e.g. ensuring computers and printers are functional, all forms are kept current and in stock, prescribed resource materials are available and up-to-date, and damaged physical assets are repaired.

Consult with the Community Development Director on short and long-range planning of the division's budget; staff projections; and goals, policies, procedures, and practices.

Become familiar with, follow and actively support the City's mission, vision, values, and behavior statements.

Represent the City to community groups, City task forces, committees, and boards as needed.

Position Description: Permit Center Manager Page 3 of 5

PERIPHERAL DUTIES:

Perform related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:

- Municipal development standards, relevant codes, ordinances, and regulations
- Development review process and procedures
- Applicable state and local laws, codes, regulations, policies, and procedures
- City and department organization, operations, policies, procedures, and objectives
- Principles and practices of supervision, organization, training, and performance evaluation
- Methods, principles, and practices of effective conflict resolution
- Principles and practices of effective budget preparation and administration
- Automated permit management/tracking systems
- Current literature, trends, and developments in the field of permit processing
- Correct English usage, grammar, spelling, punctuation, and vocabulary

SKILLED IN:

- Effective use of interpersonal skills in a tactful, patient, and courteous manner
- Mediating conflicts, eliciting cooperation for others, and offering persuasive arguments in support of the city's development requirements and expectations
- Establishing and maintain working relationships with subordinates, other employees, public and private officials, builders, developers, and the general public
- Developing a coordinated approach to complex administrative processes
- Analyzing complex issues and making timely decisions under high pressure circumstances
- Use of automated permit tracking systems
- Conducting efficient and effective meetings
- · Communicate effectively both orally and in writing
- Consensus building
- Applying principles and practices of administration, supervision, and training including hiring, training, directing, evaluating, awarding, and disciplining staff

ABILITY TO:

- Plan, direct, and coordinate a service-oriented Permit Center
- Interpret, apply, and explain City policies, procedures, laws, and regulations
- Absorb, interpret, and evaluate complex materials and processes
- Review and make recommendations on complex personnel and performance issues, policy interpretations, and resource allocation issues
- Analyze situations accurately, adopt an effective course of action, and provide leadership to others in carrying out action plans
- Establish and maintain effective working relationships with elected officials, employees, supervisors, department heads, Chief Administrative Officer, other governmental officials and agencies, and the general public
- Coordinate the diverse activities of various departments involved in permitting process
- Develop and recommend policies and procedures for the effective management of assigned functions

Position Description: Permit Center Manager Page 4 of 5

- Prepare and present clear and concise plans, reports, and recommendations
- Develop, administer, coordinate, and monitor a budget
- · Communicate effectively both orally and in writing
- Prepare and deliver oral presentations
- Plan and organize work
- Work independently with minimal supervision and make decisions with broad guidelines
- Demonstrate positive and effective interaction and communication with individuals of diverse occupational and social-economic backgrounds
- Work effectively on several projects concurrently
- Respond to common inquiries or complaints from personnel, regulatory agencies, or the public

MINIMUM EDUCATION AND EXPERIENCE REQUIRED:

Education: Bachelor's degree in Public or Business Administration, Planning, Project

Management, Building and Applied Arts or a closely related field; and

Experience: Four (4) years of increasingly responsible public sector work including at least two

(2) years of supervisory/lead experience in an automated development permitting

environment.

Or: In place of the above requirements the incumbent may possess any combination of

relevant education and experience which would demonstrate the individual's

knowledge, skill, and ability to perform the essential duties listed above.

LICENSES AND OTHER REQUIREMENTS:

- Washington State Driver's license, or the ability to obtain within thirty (30) days of employment
- Must be able to successfully pass the City's pre-employment driver's records check
- Bilingual skills desired

MACHINES, TOOLS, AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer, telephone, fax and copy machine, and calculator.

The incumbent may also be required to operate a City vehicle to travel to off-site meetings.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the incumbent is regularly required to sit, talk, and hear; frequently required to stand and use hands to finger, feel, or handle writing utensils and office

supplies; occasionally required to walk and reach with hands and arms; and occasionally required to lift and/or move up to 35 pounds. Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is primarily performed in an office environment; may be exposed to individuals who are irate or hostile; may be subject to long hours due to the attendance at evening meetings. The noise level in the work environment is usually moderate.

SIGNATURE	ES:			
Incumbent'	s Signature	 Date	Supervisor's Signature	 Date
Approval:	3 Signature	buce	Supervisor 3 Signature	Dute
Departmen	t Director/Designee	Date	Employee Services Director/Designee	Date
** Note:	This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.			

Revised: 3/1/07